

# Creating Support Tickets

## Suggestions/Other Feedback Support Tickets

These are created to give suggestions for improvements to WITS.

1. **Getting here in WITS:** Login, select the Facility, select **Support Ticket** on the navigation pane.
2. Click on **Add New Support Ticket**.
3. Select **Suggestions/Other Feedback** from the drop down menu.
4. Select the correct **Facility**.
5. **Enter the first couple of letters of the End User's last name and click on the magnifying glass.** Select the correct name from the drop down menu. The Contact Email will auto populate.

**Note:** End user is the person who will receive questions regarding this support ticket.

Idaho-WITS Training

User: Bastin, Crystal  
Loc: Provider Training Agency, Treatment Location 1  
Client:

Printable View

October 2015  
Logout

Home Page  
Agency  
Group List  
Clinical Dashboard  
Client List  
System Administration  
My Settings  
Reports  
Support Ticket

Support Ticket Search

Support Ticket ID:   
Created Date:   
Reporting User:   
Agency:

Work Item Number:   
Status:   
Support Ticket Type:   
End User:

Clear Go

Support Ticket List (Board)

Type	Created Date	Occurrence Date	Status	Reporting User	End User	Screen	Support Ticket ID	Work Item Number	Actions

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Support Ticket Profile

Support Ticket ID:   
Work Item:   
Status: Pending User  
Agency: Provider Training Agency  
Facility: Treatment Location 1  
Contact Email:   
Unique Client No:   
Specific Screen(s) Involved:   
Occurrence Date:   
Occurrence Time (HH:MM):   
Description:   
Steps to Reproduce:

Does this happen every time in the same situation?   
Is there a yellow screen error associated with this problem?   
Are you experiencing problems accessing or working with other pages on the web?

Cancel Save Finish

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Support Ticket Profile

Support Ticket ID:   
Work Item:   
Status: Pending User  
Agency: Provider Training Agency  
Facility: Treatment Location 1  
Contact Email:   
Unique Client No:   
Specific Screen(s) Involved:   
Occurrence Date:   
Occurrence Time (HH:MM):   
Description:   
Steps to Reproduce:

Does this happen every time in the same situation?   
Is there a yellow screen error associated with this problem?   
Are you experiencing problems accessing or working with other pages on the web?

Cancel Save Finish

6. **Optional:** Enter the Specific Screen(s), Field(s), and Button/Action Link Involved as well as Occurrence Time.

7. Enter the Occurrence Date and Description of the feedback.

8. **Optional:** Enter the instructions for how to perform the activity you were working on in Steps to Reproduce.

9. **Optional:** Select the appropriate answers from the drop down menu's. Click save.

10. **Optional:** Click on Browse and attach any supporting documentation.

11. Click on Submit to WITS Admin.